

# U.S. EMBASSY HAVANA

**VACANCY ANNOUNCEMENT NUMBER: 27/16; Position Number: L31-054/103/104**

**OPEN TO:** All Interested Candidates

The "Open To" category listed above refers to candidates who are eligible to apply for this position. The "Open To" category should not be confused with a "hiring preference" which is explained later in this vacancy announcement.

**POSITION:** IV/NIV Customer Service Representative, Part-Time, FSN-03  
**(Three positions available).**

**OPENING DATE:** October 28, 2016

**CLOSING DATE:** November 11, 2016

**WORK HOURS:** Part-time: 20 hours/week.

**SALARY:** Actual grade and salary based on applicant's qualifications.

**BASIC FUNCTION OF POSITION:** Responsible for customer service to visa applicants before, during and after interviews in a high-paced environment. The tasks include directing applicants in the physical process of entering the U.S. Embassy and continuing through the line to pay visa fees, be fingerprinted, and interviewed with a consular officer and then exit the building. Customer Service Representatives will serve outside of the U.S. Embassy building both inside and outside the U.S. Embassy compound. They will collect documents; assist in the waiting room with calling people for fingerprints and interviews, assist applicants in the fingerprinting process and answer routine questions from applicants before and after the interviews. Much of the work will be done outdoors, exposed to the elements.

**QUALIFICATIONS REQUIRED:** All applicants must provide specific and comprehensive information addressing each selection criterion below.

1- **EDUCATION:** Completion of high school (12th grade or host country equivalent level) is required.

2- **EXPERIENCE:** Two years of progressively responsible work experience in Administrative/Government services/para-professional required.

3- **LANGUAGE:** Level IV (Fluent) sp/read Spanish is required and Level I (Rudimentary) spoken English is required. (Test to be administered by the HR Office).

**SELECTION CRITERIA:** Management will consider nepotism, conflict of interest, budget, and residency status in determining successful candidacy, as well as the following:

1. Preference: When equally qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.
2. Probation: Employees serving a probationary period are not eligible to apply.
3. Waiting Period: Currently employed U.S. Citizen EFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90

calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

**TO APPLY:** To be considered, interested applicants must submit the following to the Human Resources Office (email: [HavanaHR@state.gov](mailto:HavanaHR@state.gov); phone: 839-41-00 Ext: 3160; fax: 839-4214):

1. Application for employment (DS-174).
2. Form DD-214, if claiming U.S. Veterans' preference.
3. Any other documentation (copies of essays, certificates, awards, degrees earned, etc.) that addresses the qualification requirements of the position as listed above.

**DEFINITIONS:**

1. Eligible Family Members (EFM):
  - a) Children who are unmarried and under 21 years of age or, regardless of age, are unmarried and incapable of self-support. The term "children" shall include natural offspring, step-children, adopted children, and those under permanent legal guardianship (at least until age 18), or comparable permanent custody arrangement, of the employee or spouse when dependent upon and normally residing with the guardian or custodial party; ... and
  - b) Spouse or same-sex domestic partner as defined in 3 FAM 1610.
2. U.S. EFM: An EFM eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) that is also:
  - a) A U.S. citizen; and
  - b) The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is an unmarried *child* at least 18 years old; and
  - c) Listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief of mission authority, and either:
    - (i) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
    - (ii) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under 3 FAM 3232.2. If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders, but will have a Form SF-1190, Foreign Allowances Application, Grant and Report, processed authorizing ISMA.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**EQUAL EMPLOYMENT OPPORTUNITY:** U.S. Embassy-Havana provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Drafted: HRA: HGarcia

Approved: HRO: NBoyack